

JOIN THE CMS LIVE WEBCAST AND SATELLITE CONFERENCE!

ASPEN Complaints/Incidents Tracking System (ACTS)

Webcast and Satellite Broadcast

Friday, January 24, 2003

1:00-3:30 PM EST

On January 24, 1:00-3:30 p.m. EST, the Centers for Medicare & Medicaid Services will broadcast a live two and ½ hour presentation via satellite and Internet. The goal of the broadcast is to increase participant understanding of how to use ACTS to effectively manage complaints/incidents. This program will consist of pre-taped and live presentations given by CMS-CO and field experts.

(Mandatory for CMS regional office and State survey agency staff that use ACTS or are involved in complaint/incident procedures.)

Presenters and Topics

Time (EST)	Topic	Presenter
1:00-1:05 p.m.	Welcome	Steve Pelovitz , Director Survey and Certification Group & Wayne Smith, Acting Director, Finance, Systems and Quality Group
1:05-1:20 p.m.	Introduction and Background	Kathy Lochary, Health Insurance Specialist Division of Nursing Homes, CMSO
1:20-2:00 p.m.	Applying the Process – “Who Wants to be an ACTS Expert”	Elaine Lew, Health Insurance Specialist Division of Nursing Homes, CMSO Pam Bosley, Technical Advisor Division of National Systems, CMSO Cheryl Hatcher, Health Insurance Specialist Division of National Systems, CMSO Milonda Mitchell, Health Insurance Specialist Division of Acute Care Services, CMSO Phil Harrison, Health Insurance Specialist Division of National Systems, CMSO
00-2:15 p.m.	Live Q & A Session	Panel
2:15-2:30 p.m.	Export of Intake Information	Maureen Hartigan , Vice President Alpine Technology Group
2:30 – 3:00 p.m.	Quick Entry of 562	Maureen Hartigan, Vice President Alpine Technology Group
3:00– 3:10 p.m.	Next Steps	Pam Bosley, Health Insurance Specialist Division of National Systems, CMSO
3:10-3:25 p.m.	Live Q&A Session	Panel
3:30 p.m.	Broadcast Closing	Moderator

To access the live question and answer sessions only, please use the following numbers:

Phone (800) 953-2233

Fax (410) 786-0123.

Bios

Pamela Bosley

Pamela Bosley received a Bachelor of Science degree in Elementary Education from Mansfield University in 1977. She has worked at the Centers for Medicare and Medicaid Services since 1988. Currently she works in the Division of National Systems and is responsible for the redesign of the OSCAR data entry systems. Her previous work experience at CMS includes responsibility for the Y2K certification of CMS's internal systems and the working on the project to design, develop and maintain the OSCAR and CLIA systems. Prior to working at CMS, Pam worked for the Social Security Administration as an applications developer.

Maureen Hartigan

Maureen received her undergraduate degrees in Mathematics and Biology from Regis University in 1988. For the past 11 years, she has worked in information technology supporting health facility Survey, Certification, Licensing and quality assurance processes. These activities were performed both during her tenure with the Colorado state survey agency and as senior project manager with Alpine Technology Group. As a co-founder of Alpine Technology Group, Maureen has been involved in all aspects of the ASPEN software development since its inception in 1992, and is currently manager of the ASPEN Complaints Tracking System development effort.

Cheryl Hatcher

Cheryl Hatcher received a degree in Business Administration from the University of Baltimore. She works in the Division of National Systems in the Centers for Medicare & Medicaid Services. She has worked extensively with the OSCAR data system, and she is the lead for the ACTS System Development Workgroup.

Elaine Lew

Elaine received her undergraduate degree in Biochemistry and Economics from Rice University in 1999. For the past three years, she has worked in the Survey and Certification Group at the Centers for Medicare & Medicaid Services. Her projects have included conducting evaluations of various aspects of the nursing home enforcement process.

Kathy Lochary

Kathy earned a Bachelor of Science in Health Science from Towson State University in Maryland in 1992. Kathy's areas of responsibility have included working on the development of the final nursing home enforcement regulations with the accompanying policy and procedural instructions. She is an instructor at the Basic Health Facility LTC Surveyor Training Course that CMS conducts on an ongoing basis for new surveyors. She has coordinated national listening sessions, training activities, and conferences for CMS. Kathy brings the nursing home perspective to activities related to the ASPEN Complaints/Incidents Tracking System (ACTS) and the policies and procedures related to complaints.

Milonda Mitchell

Milonda received a B.A. in Sociology from Emory University in 1997 and a Masters of Public Administration from the University of Baltimore in 2000. She is currently pursuing her Masters in Business in Administration from the University of Phoenix online campus and is expected to graduate in June 2003. For the two years, she has worked in the Survey and Certification Group at the Centers for Medicare & Medicaid Services in the Division of Acute Care Services. Her projects include managing the validation program for other provider/supplier types, conducting reviews of national accreditation application/re-applications, serving as a Project Officer and the division's liaison for complaint investigations of other credited providers.

**ASPEN Complaint/Incident Tracking System
Satellite Broadcast
TECHNICAL FACT SHEET**

DATE: January 24, 2003

TEST TIME: 12:30 - 1:00 p.m. EST
11:30 - 12:00 p.m. CST
10:30 - 11:00 a.m. MST
9:30 - 10:00 a.m. PST

PROGRAM TIME: 1:00 - 3:30 p.m. EST
12:00 - 2:30 p.m. CST
11:00 - 1:30 p.m. MST
10:00 - 12:30 p.m. PST

**WEBCAST
TROUBLESHOOTING
NUMBER:**

703-812-8816

**SATELLITE TROUBLE
NUMBER:**

410-786-3618

CMS Digital Network:

Channel 712

Registration and Viewing Instructions

Individuals and Sites outside of the CMS satellite network who wish to set up a site for this program or view this broadcast via web cast should go to <http://cms.internetstreaming.com>. To obtain CEUs for viewing the training program, you must register at the above website and complete evaluation form.

Webcast Information

This program will have a live Web cast and will be archived at the aforementioned website up to one year following the original transmission date of the broadcast.

Satellite Technical Specifications

This broadcast will be available on C and Ku Digicipher bands. Specific satellite technical specifications are available at <http://cms.internetstreaming.com>